

**PUBLIC SAFETY DISPATCHER I
PUBLIC SAFETY DISPATCHER II**

DEFINITION

Under supervision, performs a variety of routine and specialized clerical duties related to police and fire dispatch activities including receiving and dispatching calls, record keeping, typing, filing and monitoring teletype communications; and performs related work as required.

CLASS CHARACTERISTICS

Public Safety Dispatcher I: This is the entry-level classification within the Public Safety Dispatcher series. This class is distinguished from the Public Safety Dispatcher II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. They receive immediate supervision from the Police Services Technical Supervisor.

Public Safety Dispatcher II: This is the full journey level class within the Public Safety Dispatcher series. Employees within this class are distinguished from the Public Safety Dispatcher I by the performance of the full range of duties as assigned including providing technical and functional supervision to the Public Safety Dispatcher I. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. They receive general supervision from the Police Services Technical Supervisor. This position is flexibly staffed and is normally filled by advancement from the I level or when filled from the outside, requires work experience directly related to the area of assignment.

EXAMPLES OF DUTIES (Illustrative Only)

- Receives emergency calls from the public requesting police, fire or other emergency services including 9-1-1 calls; determines priority, and dispatches appropriate units in accordance with established procedures
- Coordinates emergency calls and relays information and assistance requests involving other law enforcement agencies
- Maintains contact with all units on assignment; maintains status and location of field units
- Receives incoming telephone and voice radio calls for non-emergency assistance; provides information, answers questions, takes messages and refers calls to

appropriate individuals

- Enters, updates and retrieves information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information
- Performs a variety of clerical duties including record keeping, filing, indexing, report entry, and other specialized and general clerical work
- Responds to and resolves difficult and sensitive citizen inquiries and complaints
- Represents the City of Rocklin in a courteous, professional manner

QUALIFICATIONS

Public Safety Dispatcher I

Knowledge of

- Correct English usage, spelling, punctuation and grammar
- Modern office procedures and computer equipment

Skill in

- Learning to operate modern public safety receiving and transmitting communications equipment, office equipment and other related technologies
- Learning standard two-way public safety radio broadcast procedures and rules associated with the operation of an emergency services network
- Learning geographic features and streets within the area of service
- Learning pertinent federal, state, and local laws, codes and regulations
- Learning to process, maintain, and disseminate all types of police records associated with this position
- Typing at a net speed of 40 words per minute
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12th grade, and two (2) years of clerical experience with significant customer service and telephone responsibilities. Dispatch experience is desirable.

LICENSES AND CERTIFICATES

Possession of a valid California driver's license may be required.

Public Safety Dispatcher II

In addition to the qualifications for the Public Safety Dispatcher I:

Knowledge of

- Modern public safety receiving and transmitting communications equipment and office equipment
- Standard two-way public safety radio broadcasting procedures and rules
- Pertinent federal, state and local laws, codes and regulations
- Geographic features and streets within the area of service

Skill in

- Operating modern public safety receiving and transmitting communications equipment, office equipment and other related technologies
- Providing emergency medical dispatch information to 9-1-1 callers
- Understanding and applying standard two-way public safety radio broadcasting procedures and rules associated with emergency service communications network
- Organizing and prioritizing work; handling routine and non-routine tasks concurrently
- Exercising independent judgement and working with a minimum of supervision
- Understanding and acting in accordance with City and Police Department policies, procedures and rules
- Understanding and applying federal, state and local policies, procedures, laws and regulations
- Processing, maintaining, and disseminating all types of police records associated with this position
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12th grade. Additional specialized training in dispatching, records management, or a related field is desirable. Two (2) years of public safety dispatch which must include demonstrated proficiencies in all of the above skills.

LICENSES AND CERTIFICATES

Possession of, or ability to obtain, a POST Public Safety Dispatcher certificate

Possession of an Emergency Medical Dispatch certificate

Possession of a valid California driver's license may be required.

PHYSICAL DEMANDS

Ability to sit at desk or console for long periods of time; intermittently twist, bend and reach office equipment; walk to obtain printed materials from printer; bend and reach to insert and retrieve information from files; manual dexterity to use standard office equipment and supplies including a keyboard; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone; lift up to ten (10) pounds; on a continuous basis, work indoors in an office environment; may work unusual and prolonged work schedules as necessary.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.